



## California Schools JPA<sup>SM</sup>

RISK MANAGEMENT | EMPLOYEE BENEFITS

February 11, 2022

Dear CSEBA Members:

With schools in full swing and students settling back into their daily routines after winter break, we at CSEBA wish to take a moment and express our continued gratitude to you as a member of our family. We appreciate your membership and, together, we will continue to navigate these unprecedented times.

For those who are unfamiliar with us, CSEBA is one of the five largest school joint powers authorities (JPAs) in California. We assist your district in delivering a variety of employee benefits, which may include medical, dental, vision, and life insurance benefits, plus voluntary benefits through American Fidelity and the CSEBA Store. Our mission is, as always, to be the premier provider of quality, cost-effective employee benefit programs, services, and resources tailored to the needs of our members.

With the COVID-19 pandemic still on everyone's mind, we want to make sure you know that we care about you and your family. You may be dealing with a variety of situations that you never had to deal with before, and we want you to know that we are here to support you and to meet your health and wellness needs, including any mental health needs you or your family may have, through personal connection and technological assistance.

We are proud to say that, during the past year, we achieved some major milestones, including:

- A successful and well attended annual meeting
- The introduction of CSEBA's mobile app
- Strengthened the JPA's overall financial sustainability
- Negotiated affordable member premiums
- Worked with our carriers to expand benefit plan networks
- Provided new benefit offerings, enhanced programs, and additional member choices
- Offered education programs and technical assistance
- Added more school districts to our JPA family
- Hired additional staff and added resources to better serve our membership



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Here are some of the resources that may be helpful to you and your family:

I. The CSEBA Internal Resources listed below offer the latest information, education, and considerations concerning your *general* medical, dental, vision, life insurance, and voluntary benefits.

Resource	Resource Link / Telephone Number
CSEBA Mobile App	Available for download on CESBA's website: <a href="http://csjpa.org">csjpa.org</a>
CSEBA website	<a href="http://csjpa.org">csjpa.org</a>
Javier Gonzales, CEO	<a href="mailto:jgonzales@csjpa.org">jgonzales@csjpa.org</a> 909-763-4900
Yolanda Comer, Chief Financial Officer	<a href="mailto:ycomer@csjpa.org">ycomer@csjpa.org</a> 909-763-4911
Ellen Alcala, Short-Term Employee Benefits Manager	<a href="mailto:ealcala@csjpa.org">ealcala@csjpa.org</a> 909-763-4904
Francisco Rodriguez, Senior Account Manager	<a href="mailto:frdriguez@csjpa.org">frdriguez@csjpa.org</a> 909-763-4922
Denny Andrade, Account Manager	<a href="mailto:dandrade@csjpa.org">dandrade@csjpa.org</a> 909-763-4925
Sandra Bostick, Senior Account Manager	<a href="mailto:SBostick@csjpa.org">SBostick@csjpa.org</a> 909-763-4921
Kandy Delgado, Finance Manager	<a href="mailto:kdelgado@csjpa.org">kdelgado@csjpa.org</a> 909-763-4912
Melissa Hernandez, Administrative Services Manager	<a href="mailto:mhernandez@csjpa.org">mhernandez@csjpa.org</a> 909-763-4915



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II. The CSEBA Partner Resources listed below offer the latest information, education, and considerations concerning your *specific* medical, dental, vision, and life insurance benefits.

Resource	Resource Link / Telephone Number
Blue Shield of California	<a href="mailto:CSEBA@blueshieldca.com">CSEBA@blueshieldca.com</a> 855-724-7698 <b>Premier Priority</b> 888-686-5751 <a href="mailto:Premier_priority@blueshieldca.com">Premier_priority@blueshieldca.com</a> <b>Teladoc</b> 800-835-2362 <a href="http://www.teladoc.com">www.teladoc.com</a> <b>CVS Pharmacy Mail Order</b> Customer Service 866-346-7200 <a href="http://www.caremark.com">www.caremark.com</a> <b>NurseHelp 24/7</b> 877-304-0504 <b>Mental Health Customer Service</b> 877-263-9952 <b>Blue Shield on the Web</b> <a href="http://www.blueshieldca.com">www.blueshieldca.com</a> <a href="http://www.blueshieldca.com/CSEBA">www.blueshieldca.com/CSEBA</a> or
Kaiser Permanente	<b>California Service Center (CSC)</b> 858-614-3357 <a href="mailto:Strategicaccounts-teaminbox@nsmtp.kp.org">Strategicaccounts-teaminbox@nsmtp.kp.org</a> <b>Eligibility/Membership/Billing Fax</b> 858-614-3344/3345 <b>Client Services Unit (CSU)</b> 866-752-4737 <a href="mailto:csu.ca@kp.org">csu.ca@kp.org</a> <b>Member Services Department (HR staff only)</b> 800-464-4000 <b>Kaiser Permanente on the Web</b> <a href="http://www.kp.org">www.kp.org</a>



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Resource	Resource Link / Telephone Number
Medical Eye Services	<b>Customer Service</b> 800-877-6372 <a href="mailto:customerservice@mesvision.com">customerservice@mesvision.com</a>  <b>MES on the Web</b> <a href="http://www.MESvision.com">www.MESvision.com</a>
Vision Service Plan (VSP)	<b>Customer Service</b> 800-877-7195 <b>VSP on the Web</b> <a href="http://www.vsp.com">www.vsp.com</a>
Delta Dental	<b>Member Services:</b> 800-765-6003 <b>Delta Dental on the Web:</b> <a href="http://www.deltadentalins.com">www.deltadentalins.com</a>
CSEBA Store	<b>Gia McKenzie</b> 843-670-5994 <a href="mailto:Gia.Mckenzie@benefitfocus.com">Gia.Mckenzie@benefitfocus.com</a>
American Fidelity	<b>American Fidelity on the Web</b> <a href="http://www.afadvantage.com">www.afadvantage.com</a>
VOYA	<b>Customer Service</b> 800-955-7736 <b>Life Claims Questions</b> 888-238-4840 <b>Online Claim Center</b> <a href="http://www.voya.com">www.voya.com</a>
Go365	<b>Customer Service</b> 800-708-1105 <b>Go365 on the Web</b> <a href="http://www.go365.com">www.go365.com</a>



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Resource	Resource Link / Telephone Number
Health Advocate	<b>Member Support</b> 866-799-2728 <a href="mailto:answers@HealthAdvocate.com">answers@HealthAdvocate.com</a>
EPIC Hearing/Amplify Program	<b>EPIC on the Web</b> <a href="http://www.epichearing.com">www.epichearing.com</a>

III. The National Resources listed below offer the latest information, education, and considerations concerning COVID-19.

Resource	Resource Link
CDC	<a href="http://cdc.gov">cdc.gov</a>
Food Resource and Action Center	<a href="http://frac.org">frac.org</a>
National Association of School Psychologists	<a href="http://nasponline.org">nasponline.org</a>
National School Boards Association	<a href="http://nsba.org">nsba.org</a>
U.S. Department of Education	<a href="http://www.ed.gov">www.ed.gov</a>
U.S. Department of Justice	<a href="http://www.justice.gov">www.justice.gov</a>
World Health Organization	<a href="http://www.who.int">www.who.int</a>

Be assured that CSEBA is always ready, willing, and able to support you.

Warm regards,

*Javier Gonzales, Chief Executive Officer*